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INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/673,118
				Filing Date	09-26-2003
				First Named Inventor	Flockhart
				Art Unit	2195
				Examiner Name	WAI, ERIC CHARLES
Sheet	1	of	1	Attorney Docket Number	4366-106

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ² (<i>if known</i>)	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
1	5,901,214		05/04/99	Shaffer et al.	
2	6,058,179		05/02/00	Shaffer et al.	
3	6,587,831		07/01/03	O'Brien	
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5	2002/0029213		03/07/02	Borissov et al.	

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Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ ; Number ⁴ ; Kind Code ⁵ (<i>if known</i>)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)						
Examiner Initials*	Cite No. ¹					
	6	Spraetz, Out with the new, in with the old: A look at scheduling alternatives, Customer Inter@ction Solutions; Nov. 2001: 20,5.				
	7	www.EIX.com (1998-2002) (http://web.archive.org/web/20020803000353/http://www.iex.com): Totalview" The Workforce Management Solution, TotalView Product Literature: The Perfect Fit				
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	9	Business Editors, Microdyne Outsourcing Rolls Out RightForce Workforce Management to Manage Bi-Coastal Contact Center and E-Services Staff Business Wire. New York: Dec 4, 2001. pg. 1				
	10	Business Editors, High Tech Editors. IEX Enhances Award-Winning Workforce Management Solution Business Wire. New York: Jul 31, 2001. pg. 1.				

Examiner Signature	Date Considered
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*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.